

STATE OF MONTANA

JOB DESCRIPTION

Montana state government is an equal opportunity employer. The State shall, upon request, provide reasonable accommodations to otherwise qualified individuals with disabilities.

Job Title: Administrative Assistant Position Number: 04018 Location: Helena

Department: Transportation

Division and Bureau: Aeronautics/Safety & Education Bureau

Job Overview: *Refer to the instructions and training section for more information.*

This position provides administrative support to the MDT Aeronautics Division and administrative support to the Safety and Education Bureau. This position supports the Safety and Education Bureau with the collection, registration and accounting of Montana's aircraft and pilots. The position reports to the Safety and Education Bureau Chief and does not directly supervise other personnel.

Essential Functions (Major Duties or Responsibilities):

A job usually has three to five major duties. List major duties in order of importance. Refer to the instructions and training section for more information.

Safety and Education Bureau Support – 60%

- The position, under general supervision, is required to have knowledge of the state laws and procedures that govern aircraft and pilot registration. This is accomplished through referencing state law and using the law as the guideline, and through consulting and meetings with the Bureau Chief. This position answers general communications and inquiries about aircraft registration. Complaints and special or unusual inquiries are handled by the Bureau Chief.
- This position provides the Bureau with collection, data entry, and accountability of the state's aircraft and pilot registration.
- This position opens and distributes the Division's mail on a daily basis.
- This position prepares completed aircraft and pilot registration receipts, decals, or orders on a daily basis.

Aeronautics Division Support – 40%

- Serve as Division support receptionist and initial point of contact for customer service. Respond to inquiries and direct calls and questions to the appropriate Bureau or personnel.
- Provide support in fulfilling the roles and responsibilities of other Division administrative support staff to ensure the effective and consistent delivery of Division operations. Assisting as needed and as workload allows.
- This position provides support for the annual Aviation Conference. The position maintains the Conference registration and vendor databases and responds to inquiries about the Conference along with other conference related activities including preparing registration packets. The support could require traveling to the state conference and would involve weekend and evening work.
- This position requires proficiency in Microsoft Office Products.

Supervision

If this incumbent supervises others, please list each employee supervised and the position number:

The number of employees supervised is: 0

The position number for each supervised employee is: n/a

Physical and Environmental Demands:

List physical aspects of the job, including frequency and duration, and environmental factors an incumbent can expect in this position. You may also access the State of Montana Safety Program, the Return to Work Program, and other Resources.

- The ability to positively interact with the public, government entities and other professional clientele.
- The ability to maintain confidentiality when dealing with sensitive issues.
- The ability to prepare and maintain accurate records, files and data bases.
- Accuracy in all aspects of work, attention to detail, having the ability to work accurately and methodically with numbers.
- Contributes to a positive work environment.
- The ability to operate a state vehicle.
- General knowledge of current office practices, methods and procedures
- Light lifting, carrying light items, remaining seated for extended periods of time, walking standing, bending
- Operating a computer
- Communication in writing, on the phone and in person
- Ability to multi task and coordinate a variety of activities and to work effectively with other staff

- Making decisions in a timely manner
- Ability to meet deadlines

Knowledge, Skills and Abilities (Behaviors):

List the knowledge, skills and abilities (behaviors) typically required for the first day of work. You may also list preferred knowledge, skills and abilities.

KNOWLEDGE:

- Knowledge of mathematics, statistics, and of the structure and content of the English language, rules of composition and grammar.
- Ability to comprehend and interpret laws, policies and procedures.
- Aeronautical knowledge or interest.

SKILLS:

- Communication – effective speaking and active listening skills
- Writing/reading comprehensive- effective written communication and reading skills.
- Judgment and decision making- effective judgment and decision-making skills
- Problem solving- effective problem-solving skills
- Social perceptiveness- effective interpersonal skills
- Computer Hardware and software- word-processing, and data entry software.

Minimum Qualifications (Education and Experience):

List the required education and experience required for the first day of work, including alternative methods of acquiring minimum qualifications

The required knowledge and skills are typically acquired through a combination of education and experience equivalent to 1 year of related college or vocational training in Business Administration, Computer or Information Technology or 1 year of experience in records management or office management.

Certifications, licensure, or other credentials include: none.

Alternative qualifications include: Any combination of additional related work experience and education equivalent to the minimum qualifications.

Special Requirements:

List any other special required information for this position

☐

Fingerprint check

☒

Valid driver's license

☐

Background check

☐

Other; Describe

Union Code

Safety Responsibilities

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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Administrative Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Human Resources Review

Job Code Title: Administrative Assistant

Job Code Number: 436113

Pay Band: 3

My signature below indicates that Human Resources has reviewed this job description for completeness and has made the following determinations:

☐ FLSA Exempt

☒ FLSA Non-Exempt

☒ Telework Available

☐ Telework Not Available

☒ Classification Complete

☐ Organizational Chart attached

Human Resources:

Renae Lang

Workforce Planning Manager

09/24/2018

Signature

Title

Date

